



## COVID-19 Refund Guarantee

Terms and conditions of the Wandering Aengus Treks COVID-19 refund guarantee. These terms are in addition to our [standard booking conditions](#).

1. If we have to cancel your booking due to changes to UK Government regulations or guidance as a result of COVID-19, we will provide a full refund of all payments made for the holiday.
2. If you are booked to travel on a Wandering Aengus Treks guided or self-guided holiday and have to cancel because you (or your travelling companion in the case of twin share) are either, diagnosed with COVID-19, or are required to self-isolate (in accordance with the applicable UK coronavirus government guidance), which prevents you (or your travelling companion in the case of twin share) from travelling ["COVID-19 reason"], you (and/or the person(s) concerned) may cancel your booking on the following terms:
  1. Where you cancel in accordance with these terms, we agree to waive our usual cancellation charges (as set out in our booking conditions).
  2. You may cancel for the above COVID-19 reasons from 28 days prior to departure up to and including the day of departure.
  3. We will offer you a cash refund of any recoverable costs of your holiday as described below.
  4. The right to cancel in accordance with these terms applies to any booking made after October 1<sup>st</sup> 2020 until further notice.
  5. We have the right to refuse to allow you to cancel and receive a cash refund where we are not reasonably satisfied that you are cancelling for a valid COVID-19 reason.
  6. A cash refund means a refund to your credit / debit card or bank account (depending on how payment was made originally) of all recoverable costs up to the amount you have paid us for your booking.
  7. You must notify us of your need to cancel for a COVID-19 reason in writing (which can be by e-mail) as soon as possible. At the same time, you must provide us with appropriate written official evidence of the coronavirus diagnosis or need to self-isolate (for example the confirmation of the test result). Please note that evidence must be provided so if you have what you believe to be COVID-19 symptoms, you must arrange and take a test as soon as possible. In the event that there is insufficient time to take a test before your departure on holiday, please call us by telephone or contact us by e-mail as soon as you can.
  8. Your COVID-19 reason must prevent your departure on holiday taking account of then applicable UK coronavirus government guidance on the period for which you are required to self-isolate.